



Credentialing Work Session #3
June 20, 2007
9:00 – 4:00 p.m.

Process Coordinator: Angela Burrell
Workshop Facilitator: LaTrice Ampy
Facilitators: Theresa Anderson, Angie Turner, Wanda Turner, Stefan Yssel

Attendees:

Julia Bledsoe	Donyale Walker
David Boling	Lillie Watson
Albert Delucia	Deborah Wells
Peter Iaricci	Ruth White
Blanche Johnson	
Shannon Powell	
Michelle Ricker	

Agenda:

- **Welcome and Work Session #2 Recap**
 - ❑ Title Subject Matter experts were welcomed to the work session.
 - ❑ Work session #2 results were reviewed.

- **Group Discussion of the What, Why and How of Title credentialing products**
 - ❑ Title SME's validated process details for:
 - ❑ Original Title
 - ❑ Replacement/Duplicate
 - ❑ Substitute
 - ❑ Supplemental

- **Work Session Wrap-up**
 - ❑ Reviewed work session accomplishments. Informed Subject Matter Experts that Credentialing team would review and analyze the information gathered during the work session to schedule future work sessions.
 - ❑ Subject Matter Experts will receive minutes via email and an invitation to the next session where your expertise is required.

- Subject Matter Experts were encouraged to read the minutes and share session accomplishments with colleagues and co-workers, etc. and solicit their feedback to share in future work sessions.

Respectfully submitted,

Angela Burrell
Credential Process Coordinator

Credential Workshop 3 - Title Processing

June 20, 2007

Future state is in italics.

Definitions:

Mail - Customer mails in applications and supporting documents into DMV for processing

Walk in -Customer comes to the CSC and presents the title application to a teller

Online Dealer -Dealer submits application for certificate of title at the dealership and processes in real time thru TRIVIN/CVR interface

WebCat -Application for Certificate of Title is submitted via internet processing for IRP/IFTA transactions

Kiosk (future state request) Customer starts application process at self service area within in the CSC

Internet -Customer submits application for title online

Fax –Customer faxes application and supporting documents to DMV. Work area accepts fax and holds the title pending original documentation being mailed

IVR (phone/touctone) - Customer submits application for processing via the IVR system

Interfaces:

NMVTIS (unfunded mandate by feds) – validation of the history of where the vehicle has been and special conditions such as salvage

VINASSIST – checks the VIN for incorrect numbers

 If VIN cannot be corrected, turn customer away

NCIC – stolen stops

 Additional checks to NCIC to see if stop still exists and then remove the stop

 If stop exists, turn customer away

NADA – verifies value of the vehicle

Process Name: **Issue Original Title**

Standard Flow:

- Teller receives application for Certificate of Title from customer
- Teller receives supporting documentation
 - VA title- statute
 - Out of state title - statute
 - Manufacturer Statement of Origin (MCO) - statute
 - Bill of Sale – DMV policy
 - Dealer reassignment – statute
 - Reassignment is not required if reassignment on the back of the title is completed
 - Application for title - policy
 - Power of attorney - statute
 - Sales and use tax forms - policy
 - Odometer disclosure- statute
 - Death certificate –policy
 - Qualification documents - policy
 - Statement of authority to sign
 - Affidavit of correction
- Teller reviews submitted Application for Certificate of title for completeness
- *Teller scans application and supporting documents*
- *System stores data from application and supporting documentation*
- Teller enters data to process the Application for Certificate of Title
- System interfaces with NMVTIS to validate vehicle history
- System interfaces with VINASSIST to validate VIN assigned to vehicle
- System interfaces with NCIC to check for stolen stop on vehicle
- System interfaces with NADA to validate vehicle value
- System calculates and displays fee
- Teller collects fee from customer (cash, check, charge)
 - Requirements for fee collection:
 - Customer must use their personal credit card
 - May accept anyone's check to process work
 - Take the ID of the person who is presenting the check
 - May not accept debit card payment if card cannot be used as credit card
 - Customer can be rejected if:
 - They do not have the money
 - They are not using their own credit card
 - Credit card payment does not process, card is rejected
- Title is processed

Rainy Day options:

- Customer signs application incorrectly
- Teller requests supporting signature documentation
- Teller returns application documentation to customer
- Customer is sent away for documentation – affidavit

- Stop exists on file
- Application is rejected until stop is cleared

- Title processes
- System goes down
- Title does not print

Alternate Flow 1:

- Teller receives application for Certificate of Title in the mail
- Teller receives supporting documentation for application for title
 - VA title- statute
 - Out of state title - statute
 - Manufacturer Statement of Origin (MCO) - statute
 - Bill of Sale – DMV policy
 - Dealer reassignment – statute
 - Reassignment is not required if reassignment on the back of the title is completed
 - Application for title - policy
 - Power of attorney - statute
 - Sales and use tax forms - policy
 - Odometer disclosure- statute
 - Death certificate –policy
 - Qualification documents - policy
 - Statement of authority to sign
 - Affidavit of correction
- Teller reviews submitted Application for Certificate of title for completeness
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- Teller enters data to process the Application for Certificate of Title
- System interfaces with NMVTIS to validate vehicle history
- System interfaces with VINASSIST to validate VIN assigned to vehicle
- System interfaces with NCIC to check for stolen stop on vehicle
- System interfaces with NADA to validate vehicle value
- System calculates and displays fee
- Teller collects fee from customer (payment included in mail)
- Title is processed

Rainy Day:

- Review for completion
- Customer submits incomplete application
- Teller sends application back to customer

Alternate Flow 2:

- Online Dealer receives application for Certificate of Title from customer
- Online Dealer receives supporting documentation for title application
 - VA title- statute
 - Out of state title - statute
 - Manufacturer Statement of Origin (MCO) - statute
 - Bill of Sale – DMV policy
 - Dealer reassignment – statute
 - Reassignment is not required if reassignment on the back of the title is completed
 - Application for title - policy
 - Power of attorney - statute
 - Sales and use tax forms - policy
 - Odometer disclosure- statute
 - Death certificate –policy
 - Qualification documents - policy
 - Statement of authority to sign
 - Affidavit of correction
- Dealer reviews submitted Application for Certificate of title for completeness
- *Dealer scans application and supporting documents*
- *System stores data from application and supporting documentation*
- Dealer enters data to process the Application for Certificate of Title
- Dealer system interfaces with TRIVIN and CVR to process the application
- Dealer system calculates and displays fee
- Dealer collects fee from customer (cash, check, charge)
- Title is processed
- Dealer mails application for Certificate of Title and supporting documentation to DMV Headquarters

Rainy Day:

- Teller receives documentation from Online Dealer
- Documentation package is incomplete
- Teller returns package to dealer for correct documentation
- *Dealer fixes errors electronically*

Alternate Flow 3:

- Customer submits application for Certificate of Title into WebCat (internet)
 - *Customer scans application and supporting documents into system*
 - System reviews submitted Application for Certificate of title for completeness
 - Customer enters data to process the Application for Certificate of Title
 - System calculates and displays fee
 - System collects fee from customer (check, charge, ACH Debit, ACH Credit)
 - Title is processed
 - Title is held pending receipt of supporting documentation from customer
- Additional requirements for WebCat processing:
Electronic certification that all data entered is correct
System edits check for validation
Real time system errors
Can only title if you have an established account
VIN is checked with CSS to verify that VIN is on file

Alternate Flow 4: (future state)

- *Customer submits application for Certificate of Title at kiosk in CSC (internet)*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted application for completeness*
- *Customer enters data to process the title application*
- *System interfaces with NMVTIS to validate vehicle history*
- *System interfaces with VINASSIST to validate VIN assigned to vehicle*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System interfaces with NADA to validate vehicle value*
- *System calculates and displays fee*
- *System collects fee (e-check, charge)*
- *Title is processed*
- *Title is held pending receipt of supporting documentation from customer*

Rainy Day:

- *Customer does not have correct documentation*
- *System lists all documents required to complete transaction*

Alternate Flow 4b: (future state)

- *Customer submits application for Certificate of Title at kiosk in CSC (internet)*
- *System reviews submitted application for completeness*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *Customer enters data to process the title application*
- *System interfaces with NMVTIS to validate vehicle history*
- *System interfaces with VINASSIST to validate VIN assigned to vehicle*
- *System interfaces with NCIC to check for stolen stop on vehicle*

- *System interfaces with NADA to validate vehicle value*
- *System calculates and displays fee*
- *Customer selects to complete transaction with CSC teller*
- *System assigns a queuing ticket to customer*
- *System prompts teller to call customer ticket*
- *System displays customer's entered transaction data*
- *Customer submits supporting documents to teller*
- *Teller validates supporting documentation with data in the system*
- *Teller enters remaining data to process application for Certificate of Title*
- *System re-calculates and displays fee*
- *Teller collects fee (cash, check, charge)*
- *Title is processed*

Alternate Flow 5:

- *Customer submits application for Certificate of Title thru the Internet*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted Application for Certificate of title for completeness*
- *Customer enters data to process the Application for Certificate of Title*
- *System interfaces with NMVTIS to validate vehicle history*
- *System interfaces with VINASSIST to validate VIN assigned to vehicle*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System interfaces with NADA to validate vehicle value*
- *System calculates and displays fee*
- *System collects fee from customer (e-check, charge)*
- *Title is processed*
- *Title is held pending receipt of supporting documentation from customer*

Alternate Flow 5b:

- *Customer submits application for Certificate of Title thru the Internet*
- *System reviews submitted application for completeness*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *Customer enters data to process the title application*
- *System interfaces with NMVTIS to validate vehicle history*
- *System interfaces with VINASSIST to validate VIN assigned to vehicle*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System interfaces with NADA to validate vehicle value*
- *System calculates and displays fee*
- *Customer selects to complete transaction at a CSC*
- *Customer submits supporting documents to teller at CSC*
- *Teller recalls customers held transaction*
- *System displays customer's entered transaction data*
- *Teller validates supporting documentation with data in the system*

- *Teller enters remaining data to process application for Certificate of Title*
- *System re-calculates and displays fee*
- *Teller collects fee (cash, check, charge)*
- *Title is processed*

Alternate Flow 6: (currently being done by IRP work section)

- Teller receives application for Certificate of Title via fax
- Teller receives supporting documentation for application for title via fax
 - VA title- statute
 - Out of state title - statute
 - Manufacturer Statement of Origin (MCO) - statute
 - Bill of Sale – DMV policy
 - Dealer reassignment – statute
 - Not required if reassignment on the back of the title is completed
 - Application for title - policy
 - Power of attorney - statute
 - Sales and use tax forms - policy
 - Odometer disclosure- statue
 - Death certificate –policy
 - Qualification documents - policy
 - Statement of authority to sign
 - Affidavit of correction
- Teller reviews submitted Application for Certificate of title for completeness
- Teller enters data to process the Application for Certificate of Title
- System interfaces with NMVTIS to validate vehicle history
- System interfaces with VINASSIST to validate VIN assigned to vehicle
- System interfaces with NCIC to check for stolen stop on vehicle
- System interfaces with NADA to validate vehicle value
- System calculates and displays fee
- Teller collects fee from customer (payment included in mail)
- Title is processed
- Title is held pending receipt of original documentation from customer

Alternate Flow 7:

- *Customer submits application for Certificate of Title via IVR (phone)*
- *System reviews submitted Application for Certificate of title for completeness*
- *Customer enters data to process the Application for Certificate of Title*
- *System interfaces with NMVTIS to validate vehicle history*
- *System interfaces with VINASSIST to validate VIN assigned to vehicle*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System interfaces with NADA to validate vehicle value*
- *System calculates and speaks fee*
- *System collects fee from customer (e-check, charge)*
- *Title is processed*
- *Title is held pending receipt of supporting documentation from customer*

Future State requests:

Provide stop information at beginning of transaction (360 view)

System edits more complex

Collect trade in and wholesale information to track the vehicle

Check to see if NCIC is down before fee collection

Process Name: **Issue Replacement/Duplicate Title**

Process Definition: Replacing a title that has been lost or destroyed (statute)

Standard Flow:

- Teller receives application for Replacement Title from customer
- Teller receives supporting documentation if required
 - Power of attorney
 - Qualification documentation
 - Statement of authority to sign
 - Death certificate
 - Proof of identity (license, ID card, passport, birth certificate)
- Teller reviews submitted Application for Replacement Title for completeness
- *Teller scans application and supporting documents*
- *System stores data from application and supporting documentation*
- Teller enters data to process the Application for Replacement Title
 - Requirement: Teller enters into system if someone other than the owner picks up the replacement title
- System interfaces with NCIC to check for stolen stop on vehicle
- System calculates and displays fee
- Teller collects fee from customer (cash, check, charge)
 - Requirements for fee collection:
 - Customer must use their personal credit card
 - May accept anyone's check to process work
 - Take the ID of the person who is presenting the check
 - May not accept debit card payment if card cannot be used as credit card
 - Customer can be rejected if:
 - They do not have the money
 - They are not using their own credit card
 - Credit card payment does not process, card is rejected
- Replacement Title is processed

Future State request:

System tracks number of replacement titles issued to a customer

Rainy Day options:

- Customer submits application for Replacement Title
- System has lien on file for the vehicle
- Customer continues the application and title is mailed to lien holder
- Customer decides to cancel transaction and application is returned to the customer

- Lien holder submits application for the replacement
- Teller verifies lien holder's ID
- Teller processes the replacement title
- Title is mailed to the lien holder

Alternate Flow 1:

- Teller receives application for Replacement of Title in the mail
- Teller receives supporting documentation for Replacement Title application
 - Power of attorney
 - Qualification documentation
 - Statement of authority to sign
 - Death certificate
 - Proof of identity (license, ID card, passport, birth certificate)
- Teller reviews submitted Application for Replacement Title for completeness
- *Teller scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- Teller enters data to process the replacement title
- System interfaces with NCIC to check for stolen stop on vehicle
- System calculates and displays fee
- Teller collects fee from customer (payment included in mail)
- Replacement title is processed

Rainy Day:

- Teller reviews application
- Application is not complete
- Teller mails application and all documentation back to customer

Alternate Flow 2:

- *Customer submits application for Replacement Title at kiosk in CSC (internet)*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted application for completeness*
- *Customer enters data to process the replacement title application*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System calculates and displays fee*
- *System collects fee (e-check, charge)*
- *Replacement Title is processed*
- *Replacement Title is held pending receipt of supporting documentation from customer*

Rainy Day:

- *Stop is on file*
- *Application is rejected until stop is cleared*

Alternate Flow 2b:

- *Customer submits application for Replacement Title at kiosk in CSC (internet)*
- *System reviews submitted application for completeness*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *Customer enters data to process the title application*
- *System interfaces with NCIC to check for stolen stop on vehicle*

- *System calculates and displays fee*
- *Customer selects to complete transaction with CSC teller*
- *System assigns a queuing ticket to customer*
- *System prompts teller to call customer ticket*
- *System displays customer's entered transaction data*
- *Customer submits supporting documents to teller*
- *Teller validates supporting documentation with data in the system*
- *Teller enters remaining data to process application for Replacement Title*
- *System re-calculates and displays fee*
- *Teller collects fee (cash, check, charge)*
- *Replacement Title is processed*

Alternate Flow 3:

- *Customer submits application for Replacement Title thru the Internet*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted Application for Replacement Title for completeness*
- *Customer enters data to process the Application for Replacement Title*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System calculates and displays fee*
- *System collects fee from customer (e-check, charge)*
- *Title is processed and mailed to customer*

Rainy Day options:

- *If stop exists on file, system rejects application for replacement*
- *If lien is on file, system rejects application for replacement*

Alternate Flow 4:

- *Customer submits application for Replacement Title via IVR (phone)*
- *System reviews submitted Application for Replacement Title for completeness*
- *Customer enters data to process the Replacement Title application*
- *System interfaces with NCIC to check for stolen stop on vehicle*
- *System calculates and speaks fee to customer*
- *System collects fee from customer (e-check, charge)*
- *Replacement Title is processed and mailed to customer*

Process Name: **Issue Substitute Title**

Process Definition: Application process to replace current titles to record corrections or changes

Standard Flow:

- Teller receives application for Substitute Title from customer
 - If DMV error on title, application is not required
- Teller receives supporting documentation if required
 - Power of attorney
 - Qualification documentation
 - Statement of authority to sign
 - Death certificate
 - Proof of identity (license, ID card, passport, birth certificate)
- Teller reviews submitted Application for Substitute Title for completeness
- *Teller scans application and supporting documents*
- *System stores data from application and supporting documentation*
- Teller enters data to process the Application for Substitute Title
- System calculates and displays fee
- Teller collects fee from customer (cash, check, charge)
 - Requirements for fee collection:
 - Customer must use their personal credit card
 - May accept anyone's check to process work
 - Take the ID of the person who is presenting the check
 - May not accept debit card payment if card cannot be used as credit card
 - Customer can be rejected if:
 - They do not have the money
 - They are not using their own credit card
 - Credit card payment does not process, card is rejected
 - Government entities are not charged for Substitute Titles
- Substitute Title is processed

Rainy Day options:

- Customer submits application for Substitute Title
- Application is not completed correctly
- Application is returned to customer

Alternate Flow 1:

- Teller receives application for Substitute Title in the mail
- Teller receives supporting documentation for Substitute Title application
 - Power of attorney
 - Qualification documentation
 - Statement of authority to sign
 - Death certificate
 - Proof of identity (license, ID card, passport, birth certificate)
- Teller reviews submitted Application for Substitute Title for completeness
- *Teller scans application and supporting documents*
- *System reviews scanned application and supporting documents*

- Teller enters data to process the Substitute Title
- System calculates and displays fee
- Teller collects fee from customer (payment included in mail)
- Substitute Title is processed

Rainy Day:

- Teller reviews application
- Application is not complete
- Teller mails application and all documentation back to customer

Alternate Flow 2:

- *Customer submits application for Substitute Title at kiosk in CSC (internet)*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted application for completeness*
- *Customer enters data to process the Substitute Title application*
- *System calculates and displays fee*
- *System collects fee (e-check, charge)*
- *Substitute Title is processed*
- *Substitute Title is held pending receipt of supporting documentation from customer*

Rainy Day:

- *Stop is on file*
- *Application is rejected until stop is cleared*

Alternate Flow 2b:

- *Customer submits application for Substitute Title at kiosk in CSC (internet)*
- *System reviews submitted application for completeness*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *Customer enters data to process the title application*
- *System calculates and displays fee*
- *Customer selects to complete transaction with CSC teller*
- *System assigns a queuing ticket to customer*
- *System prompts teller to call customer ticket*
- *System displays customer's entered transaction data*
- *Customer submits supporting documents to teller*
- *Teller validates supporting documentation with data in the system*
- *Teller enters remaining data to process application for Substitute Title*
- *System re-calculates and displays fee*
- *Teller collects fee (cash, check, charge)*
- *Substitute Title is processed*

Alternate Flow 3:

- *Customer submits application for Substitute Title thru the Internet*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted Application for Substitute Title for completeness*
- *Customer enters data to process the Application for Substitute Title*
- *System calculates and displays fee*
- *System collects fee from customer (e-check, charge)*
- *Substitute Title is processed and mailed to customer*

Rainy Day options:

- *If lien is on file and customer does not have lien release, system rejects application for Substitute*

Alternate Flow 4:

- *Customer submits application for Substitute Title via IVR (phone)*
- *System reviews submitted Application for Substitute Title for completeness*
- *Customer enters data to process the Substitute Title application*
- *System calculates and speaks fee to customer*
- *System collects fee from customer (e-check, charge)*
- *Substitute Title is processed and mailed to customer*

Future State requests:

Allow teller to void the substitute transaction

Process Name: Issue **Supplemental Title**

Process Definition: Adding or transferring a lien to an existing title

Standard Flow:

- Teller receives application for Substitute Title from customer
- Teller receives supporting documentation if required
 - Current title
 - Lien release if satisfied
 - Power or attorney
- Teller reviews submitted Application for Supplemental Title for completeness
- *Teller scans application and supporting documents*
- *System stores data from application and supporting documentation*
- Teller enters data to process the Application for Supplemental Title
- System calculates and displays fee
- Teller collects fee from customer (cash, check, charge)
 - Requirements for fee collection:
 - Customer must use their personal credit card
 - May accept anyone's check to process work
 - Take the ID of the person who is presenting the check
 - May not accept debit card payment if card cannot be used as credit card
 - Customer can be rejected if:
 - They do not have the money
 - They are not using their own credit card
 - Credit card payment does not process, card is rejected
- Supplemental Title is processed

Rainy Day options:

- Customer submits application for Supplemental Title
- Application is not completed correctly
- Application is returned to customer

Alternate Flow 1:

- Teller receives application for Supplemental Title in the mail
- Teller receives supporting documentation for Substitute Title application
 - Current title
 - Lien release if satisfied
 - Power or attorney
- Teller reviews submitted Application for Supplemental Title for completeness
- *Teller scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- Teller enters data to process the Supplemental Title
- System calculates and displays fee
- Teller collects fee from customer (payment included in mail)
- Supplemental Title is processed

Rainy Day:

- Teller reviews application
- Application is not complete
- Teller mails application and all documentation back to customer

Alternate Flow 2:

- *Customer submits application for Supplemental Title at kiosk in CSC (internet)*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted application for completeness*
- *Customer enters data to process the Supplemental Title application*
- *System calculates and displays fee*
- *System collects fee (e-check, charge)*
- *Supplemental Title is processed*
- *Supplemental Title is held pending receipt of supporting documentation from customer*

Rainy Day:

- *First lien is not satisfied*
- *Application is rejected*

Alternate Flow 2b:

- *Customer submits application for Supplemental Title at kiosk in CSC (internet)*
- *System reviews submitted application for completeness*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *Customer enters data to process the title application*
- *System calculates and displays fee*
- *Customer selects to complete transaction with CSC teller*
- *System assigns a queuing ticket to customer*
- *System prompts teller to call customer ticket*
- *System displays customer's entered transaction data*
- *Customer submits supporting documents to teller*
- *Teller validates supporting documentation with data in the system*
- *Teller enters remaining data to process application for Supplemental Title*
- *System re-calculates and displays fee*
- *Teller collects fee (cash, check, charge)*
- *Supplemental Title is processed*

Alternate Flow 3:

Internet processing allowed for businesses only

- *Customer submits application for Supplemental Title thru the Internet*
- *Customer scans application and supporting documents*
- *System reviews scanned application and supporting documents*
- *System reviews submitted Application for Supplemental Title for completeness*
- *Customer enters data to process the Application for Supplemental Title*
- *System calculates and displays fee*
- *System collects fee from customer (e-check, charge)*
- *Supplemental Title is processed and mailed to customer*

Rainy Day options:

- *If lien is on file and customer does not have lien release, system rejects application for Supplemental*